

Bureau of Milwaukee Child Welfare  
Milwaukee Child Welfare Partnership Council  
Director's Report  
January 31, 2014

- Initial Assessment
  - Graduation today
  - Meeting with new trainees
- Citizen Review Panel update
  - Paula Brown intro
  - 2013 annual report
  - January meeting report
  - Statewide GAL project
- Care 4 Kids update
  - Live January 3
  - Number of kids enrolled
  - Phase two
  - Mike Boeder announcement
  - Media event
- Complaint resolution report
  - Overall, complaints decreasing
  - IA complaints increased
  - Complaints about communication and staff decreasing
  - Complaints about services increasing slightly
  - Repeat complainants decreasing
  - 77% resolved within 10 days
  - 5% decrease in outcome satisfaction